

CITIZENS' WATER ADVISORY COMMITTEE (CWAC)

Bill Redesign Ad Hoc Subcommittee

Monday, June 1, 2015, 2:00 p.m.

Director's Conference Room

Tucson Water, 3rd Floor

310 W. Alameda Street, Tucson, Arizona



Summary Minutes

1. Roll Call/Call to Order

The meeting was called to order by Subcommittee Chair, Alan Tonelson, at 2:00 p.m. Those present and absent were:

Present:

Alan Tonelson	Chairperson – Representative, Ward 1
Chuck Freitas	Representative, City Manager
Catlow Shipek	Representative, City Manager
Bruce Billings	Representative, Ward 3

Absent:

Mark Taylor	Representative, City Manager
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Tucson Water Staff Present:

Belinda Oden	Water Administrator
Daniel Ransom	Water Conservation Supervisor
Nancy Gradillas	Lead Financial Accountant
Candice Rupprecht	Public Information Specialist
Johanna Hernandez	Staff Assistant
Kris LaFleur	Staff Assistant

Others Present:

Brian Wong	Representative, City Manager (not a member of subcommittee)
Melody Burton	Pima County Finance

2. **Announcements** – Chairperson Tonelson announced his retirement from CWAC as of June 3, 2015.
3. **Call to Audience** – No action taken.
4. **Review and Approval of April 28, 2015 Meeting Minutes** – Subcommittee Member Freitas motioned to approve the Meeting Minutes of April 28, 2015. Member Billings seconded. Motion passed unanimously by a voice-vote of 4-0.

At this point, Chairperson Tonelson entertained motions for a replacement Chair due to his impending departure. Having no volunteers, Member Freitas motioned to postpone election of a Chair until the June 3rd CWAC meeting. Member Billings seconded. Motion passed unanimously by a voice vote of 4-0.

5. **Discuss Potential Modifications to Utility Services Statement** – Tucson Water staff member Belinda Oden provided three handouts to the Subcommittee – a sample DataProse statement reflecting redesign suggestion summaries from the April 28th meeting; a sample statement reflecting a few of the redesign suggestions; and a sample Tucson Water statement.

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Pima County finance staff member Melody Burton spoke to the Subcommittee on issues related to the Winter-Quarter average and calculation of sewer charges. The County charges are codified specifically as the billing months for December, January, February, presuming these months will reflect the three lowest months of usage. However, the code is not directly related to usage months. While the County retrieves billing information directly from Tucson Water's system for its Tucson Water customers, it manually processes the billing information for its 30,000 non-Tucson Water customers. Any attempt to mark accounts affected by Winter-Quarter usage versus billing period would be unduly burdensome. Additionally, any changes would have to be implemented uniformly and consistently across all of the County's customers. Any changes to the calculation of sewer charges would require an Ordinance change. The County has an appeal process set up to request calculation of charges based on three consecutive usage months of lower statements than may be reflected in the December, January, and February statements. Notice of this process is sent out quarterly, has been included in Tucson Water's billing inserts, is readily available online, and is conveyed to customers when they call with concerns. Ideally, manipulation of the read cycle may correct the issue. Tucson Water may be able to phase into reading cycles that are congruent with billing cycles. However, with twenty-one Tucson Water read cycles, any attempts to modify this schedule would likely be a process phased in, completed over time.

The Subcommittee members discuss including a recommend solution on reading/billing cycles in their report to the full Committee.

Ms. Oden summarized the benefits of some of the design features of the sample DataProse statement provided. This design removes some of the duplication, improved utilization of space, and provides information on the averages for the customer class in the graph. It was discussed that feedback from other utilities reflected that some customers may respond poorly to any negative feedback placed on statements related to usage, such as frowny faces or the use of red. Member Shippek suggested that instead of negative reinforcement, the statement reflect positive feedback for decreases in usage and conservation tips for increases in usage. Subcommittee members were generally agreeable to the DataProse sample as a starting point for redesign of the Tucson Water statement. Additional discussion was held on reflecting tiers on the graph by color; delineating Ccf versus gallons on the front, as opposed to the back; color denotation for Water, Sewer, and Environmental Services of statement; and inclusion of average temperatures on the graph. All color considerations are a matter of cost. The graph should span a full year and considerations need to be made for size and location of graph compared to space on the statement. The City Attorney's Office has been contacted to discuss the legal aspects of breaking apart the various fees, specifically the local government fees, on the statement. At the next meeting, Tucson Water will provide a mock-up of its statement with aspects discussed in both meetings by the Subcommittee. Additional considerations include C2E on-line options, as well as automatic, recurring, and round-up options.

6. **Future Meetings / Agenda Items** – A future meeting and agenda will be coordinated upon election of a new Chair, with consideration to the timeframes needed to create a mock-up of the redesigned statement.
7. **Adjournment** – Meeting adjourned at 2:40 p.m.

Approved 9/22/15